Laborshed Process Kaizen

TEAM NAME Team
July 21 - 25, 2008
Iowa Workforce Development

The Opportunity

The Team

Team Members

- Karen Conant – IWD

- Erich Grubert – IWD

- Ryan Murphy – IWD

- Paula Nissen – IWD

- Mike Rohlf – IDOM

- Dennis Schwartz – IWD

- Heidi Wicks – IWD

- Allen Williams – IDED

- Additional Feedback and Assistance From:
  - Andrew Conrad – University of Northern Iowa – Institute for Decision Making
  - Craig Hamilton – Jasper County Economic Development

Scope

- This event will address the Laborshed Study process from the time we send a sample report to the vendor to the time the end product is sent to the customer.

Objectives

- Improve Quality (as determined by customer satisfaction survey)

- Decrease number of defects (internal –processing) may include: Model not having appropriate numbers, zip codes not posted properly , typographical errors, inconsistent wording, etc.

- Provide customers with "quality customized data"

- Assign distinct time expectations (product delivery – Laborshed full report and Executive Summary, industry-specific analysis, regional report and Executive Summary, web postings of Executive Summaries, Creation of CD's, etc.)

- Improve and/or redesign Customer Satisfaction Survey

- Streamline Process

- Establish Process Measurements

Goals

Reduce process lead time by at least 50%

Reduce Work-in-process (WIP) at least 50%

Reduce backlog by 100%

Improve results of customer satisfaction survey by 5%

Reduce number of process steps by 20%

Kaizen Methodology

- Clear objectives

- Team process

- Tight focus on time

- Quick & simple

- Necessary resources immediately available

- Immediate results (new process designed by end of week)

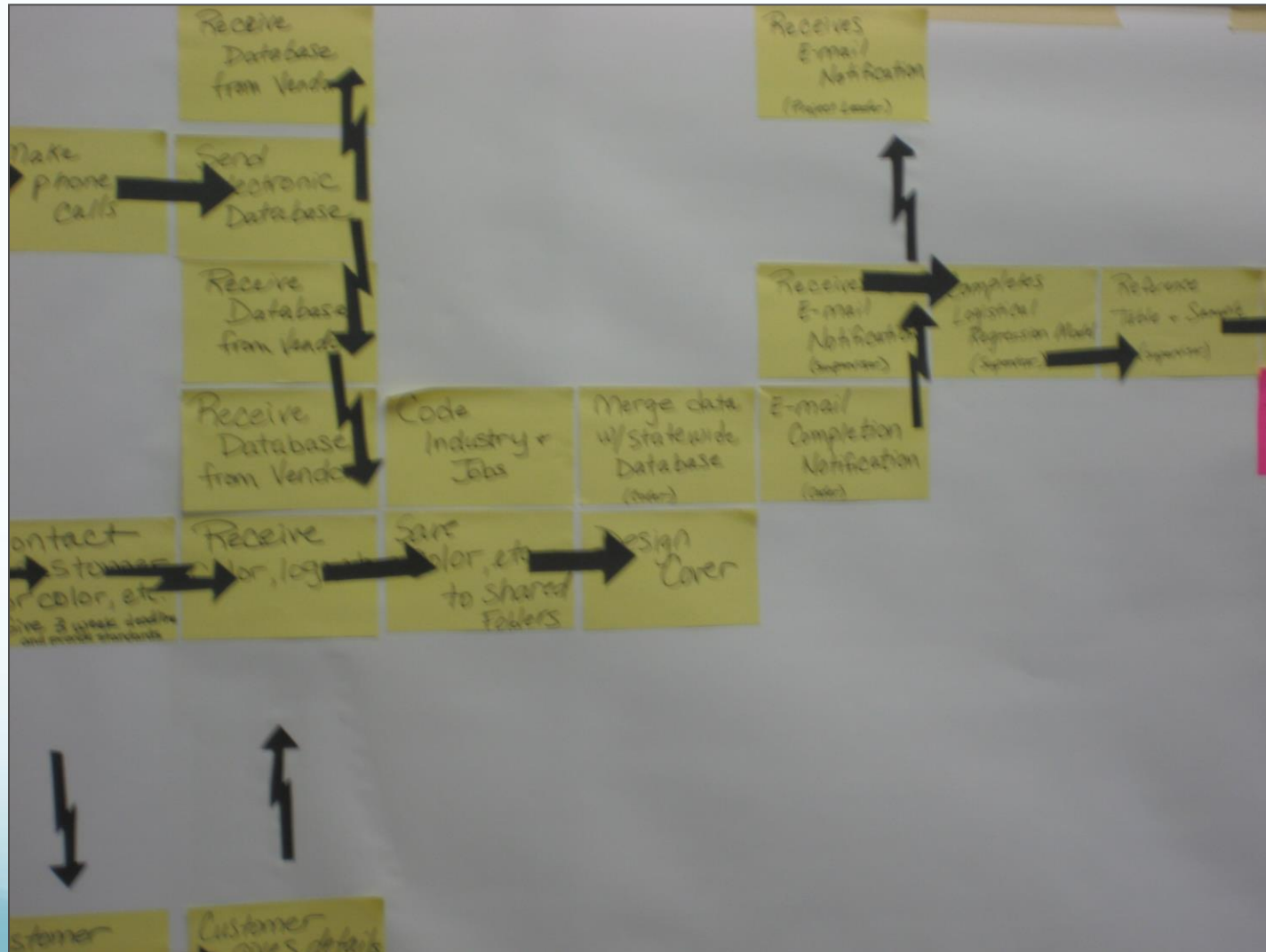- 5S "mindset", use the steps to support the event activities

Current Process
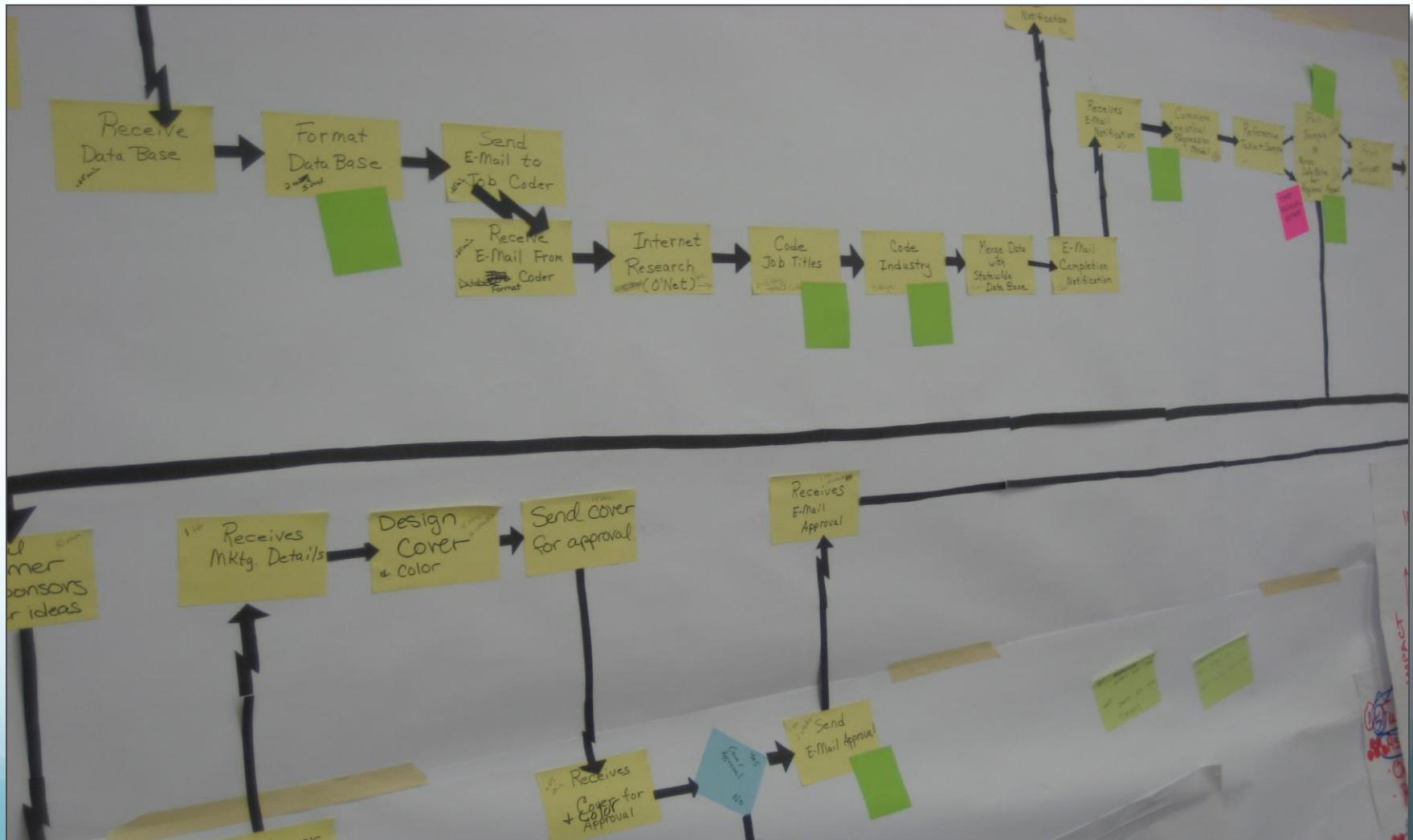
Brainstorming

- New and improved

- Common themes

New Process

Results

	Industry Specific				Regional Report				Laborshed			
	Current Process	New Process	Change	Percent Change	Current Process	New Process	Change	Percent Change	Current Process	New Process	Change	Percent Change
Number of Steps in Process	32	27	5	15.6%	59	34	25	37%	79	56	23	29%
Number of Handoffs	6	3	3	50%	23	9	14	61%	23	16	7	30%
Number of Decisions	5	2	3	60%	4	0	4	100%	4	0	4	100%
Loopbacks	2	1	1	50%	3	0	3	100%	3	0	3	100%
Lead Time Best Case	1h 42m 10s	1h 37m	5m 10s		5d	4.5d	.5d		20d	13d 20h	7d 20h	
Lead Time Worst Case	3h 21m 15s	3h 6m	15m 15m		50d	56d	+6d		126d	105d 6h 6m	21d 6h 6m	
Delays Best Case	25m	25m	0m		5.15d	5d	.15d		20.35d	14.45d	5.9d	
Delays Worst Case					60.05d	34.63d	25.42d		96.05d	78.63d	17.43d	
Number of Value-added Activities	1	1	0	0%	3	3	0	0%	3	3	0	0%

Key Improvements

- Improvement 1

Key Improvements

- Improvement 2

Key Learning

- We haven't learned anything yet

Rollout Plan

Item	Item Description	Person Responsible	Due Date
1	Full-time Proofreader: Assign task to only one person	Paula	
2	Create a Checklist of Standard Edits	Paula & Karen	
3	Proofreading Training	Heidi	
4	Review Recurring Problems	Paula & Karen	July 24
5	Design a Template with Highlighted Areas to Check	Ryan	July 24
6	Have Intern at University Proofread for Grammatical Changes	Paula	

Rollout Plan

Item	Item Description	Person Responsible	Due Date
7	SPSS Output includes Only Necessary Information in Correct Order	Ryan & Rob	
8	Inform Vendor to Send Data to Coders via E-Mail	Paula	7/24 Done
9	One E-Mail to Start Mailing and Cover/Color Scheme to Initiate Cover/Color Process	Rob	
10	Whoever Takes Phone call to Initiate Process Asks for All Necessary Info	Paula, Ryan & Heidi	7/24 Done
11	Seat Deadline for Cover and Color	Rob	
12	Edit Industry Specific Electronically	Ryan	7/24

Rollout Plan

Item	Item Description	Person Responsible	Due Date
13	Contact Gene Lutz at UNI Regarding SPSS Formatting Capabilities in New Version	Paula	
14	Save Documents on Shared Drive	Ryan	7/24 Done
15	Assemble Focus Group • Determine Group Participants • List of Discussion Points • Hold Meetings	Allen/Team	
16	Focus Group Guidelines • Less Narrative, More Bullets • See what is Needed	Allen/Team	

Rollout Plan

Item	Item Description	Person Responsible	Due Date
17	Graphic Artist puts Color Specs in Shared Drive	Rob	
18	Standardize Cover and Colors	Rob	
19	Implement Map Checklist and Standardized Map Layout Template	Ryan	7/24
20	Notify Customers to Use Bureau Mailbox	Chris Bruno	
21	Request Access to Bureau Mailbox for Staff	Paula	

Team Member's Experience

Team Member

State of Iowa Department

Comments

Mike Rohlf
Lean Administrator
Iowa Department of Management

Questions?

We welcome your questions and comments!